

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No. K0234465	10. Budget Program Number		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Service Consultant		
3. Division Family Service			12. Proposed Class Title		
4. Section Economic and Employment Services	For Use By Personnel Office	13. Allocation			
5. Unit Kansas City Region		14. Effective Date			
6. Location (address where employee works) City Kansas City County Wyandotte		15. By	Approved		
7. (circle appropriate time) Full time <input checked="" type="checkbox"/> Perm. <input checked="" type="checkbox"/> Inter. Part time Temp. %		16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM To: 5:00 PM	17. Audit Date: By: Date: By:			Position Number	

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Susan Johnson	EES Assistant Program Administrator	K0231271

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Susan Johnson	EES Assistant Program Administrator	K0231271

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position exists to supervise professional and support staff within a regional EES team. This position plans, directs and manages the delivery of Economic and Employment Support programs by that team. This position provides program oversight to ensure compliance with Federal and State regulations as well as the KC Region's goals.

Makes decisions independent for program and administrative duties. Provides suggestions and recommendations for decisions made by the EES Program Administrator and Assistant Regional Director that relate to work that might affect employees in other sections or work team or might not be considered routine. Written and verbal instructions are followed based on Federal and State rules and regulations and local office policies and procedures. Assignments are normally general directives to work team based on specific agency expectations

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	The incumbent is expected to demonstrate a commitment to customer service and cross program communication. The incumbent will work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.
1.	E - 50%	<p><u>Business Process Management Service</u></p> <p>Ensures work teams follow methods and principles of Business Process Redesign as outlined in the Business Process Manual. The Quarterback will monitor and manage resources for all avenues of service. The Quarterback is responsible for utilizing the trackers and for conducting a periodic walk-through of the office to determine if a crisis point has been met and if resources need to be reassigned.</p> <p>The duties of the Quarterback include but not limited too as follows:</p> <ul style="list-style-type: none"> • Review the assigned tracker at least every 20-30 minutes or sooner if needed. • Always know how many consumers are waiting for each track. • Always know how long the wait time is for each track. • Determine if the wait time is equal to or less than the service time. • The goal is to have the tracker wait time equal to or less than the average service time (average transaction time benchmark). • If the tracks have longer wait times than the average service time (average transaction time benchmark) consider making resource adjustments. • When re-assigning resources always make the smallest adjustment possible to resolve the issue. • Move a couple of staff from a tracker that is caught up and ask them to take a case action outside of their primary team assignment and then return to their primary assignment.
2.	E- 10%	<p>Manage the process of BPR by identifying daily the tasks each staff will be assigned to (primary team or cross team assignment), making decisions throughout the day on changes within team assignments to respond to needs and resources, and functioning correctly per the BPR manual. Quarterback will need to monitor the different areas of the BPR process to certify that the teams are striving to work same day\next day. Quarterback will assist in coordinating with all teams to strategize and plan for the managing of backlog when it exists.</p>
3.	E – 20%	<p><u>PROGRAM AND POLICY KNOWLEDGE:</u></p> <p>Is expert in program and policy and responds to questions from EES specialists and other EES staff under the direction of and in coordination and consultation with EES supervisors. Assists team supervisors and team members through the resolution of complex or difficult case problems. Constantly reviews program policy and procedures through approved agency resources and stays abreast of all changes. Be familiar with BPR manual, process, and tools to assist teams to understand, follow and practice BPM principles and concepts to achieve: one touch resolution, avoiding rework, and using the BPR tools.</p> <p>Provide ongoing support to EES supervisors by completing Food Assistance Error Prone Case Reads on all lobby Preauthorization cases and enter those case reads into the CARE system.</p>

4.	E – 10%	<u>Professional Development</u> Acts as a mentor and a role model. Attends and participates in conferences with supervisor and office meetings with peers. Participates in program and management meetings. Participates in teams and work groups for the purpose of professional development. Participates in strategic planning, as required. Work with regional Performance Improvement staff to address EES Policy questions as well as determining trends for continuing training by reviewing QC case errors, ME reviews, and CARE reads.
5.	M – 10%	<u>Special Assignments</u> Works on special assignments and duties as needed.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- (X) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
() Plans, staffs, evaluates, and directs work of employees of a work unit.
() Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number

Failure to perform essential functions would cause severe financial and emotional hardships for a customer and could result in the loss of federal funds and/or other fiscal sanctions to the State of Kansas.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency consumers, agency employees, other social service agencies, community resource agencies, government officials and the general public in order to determine assistance eligibility for consumers. Makes referrals to/and coordinates access to other services within the community for the consumers. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy and procedures

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve consumers need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset consumers.

26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers. Some positions may require the use of computerized switchboard systems.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High school diploma or equivalent

Education or Training - special or professional

Post-secondary Education

Licenses, certificates and registrations

Special knowledge, skills and abilities

Must have the ability to establish and maintain productive work relationships with clients and other employees; ability to communicate effectively; ability to understand and interpret written materials, oral as well as written instructions; ability to perform basic arithmetic computations; ability to make basic decisions, maintain self-control in stressful situations, and take appropriate actions; and the ability to relate to and understand problems and needs of disadvantaged persons.

Experience - length in years and kind

Two years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post-secondary education may be substituted for experience as determined relevant by the agency.

28. SPECIAL QUALIFICATION

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

- Case Management Experience - Eligibility determination: case documentation, caseload management, public interaction basic mathematics, data base management/ reporting. Social/Human service professional: disseminating information; crisis intervention, basic interview skills and techniques.
- DCF Experience

Significant time is spent either in customer contact, collateral contacts or in documentation using paper and computer files. Customer contact, both internal and external, is either face-to-face or by telephone, but can also be via e-mail, fax or written correspondence. Extended periods of time may be spent evaluating data in computer systems. Significant time is spent facilitating determination of customer eligibility for various programs and updating the knowledge of EES HSS and support staff on changes in policy and/or procedures.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date